MI Choice Waiver Participant Satisfaction Survey FY 2024

REGION 3B AREA AGENCY ON AGING

CareWell services SOUTH WEST

PROMOTING HEALTH • INDEPENDENCE • CHOICE

Executive Summary

- CWS conducted a satisfaction survey of participants in the MI Choice Waiver Program.
- This survey was implemented after a review of professional evidence and standards guiding care management programs (NCQA CM LTSS and CWS Policy and Procedures) as a best practice to understand and improve the participant experience.
- ***Participation Rate: CWS mailed the survey with postage paid return envelope and instructions for online completion to 468 participants in the MI Choice Waiver Program. 110 and responses were received (105 via US Mail, and 5 vial Survey Monkey) for a participation rate of: 23.5%***
- The survey focused on the participant experience with CWS Supports Coordinators, their Care Plan and their Service Providers.

Participant Demographics:

Race of Respondent:

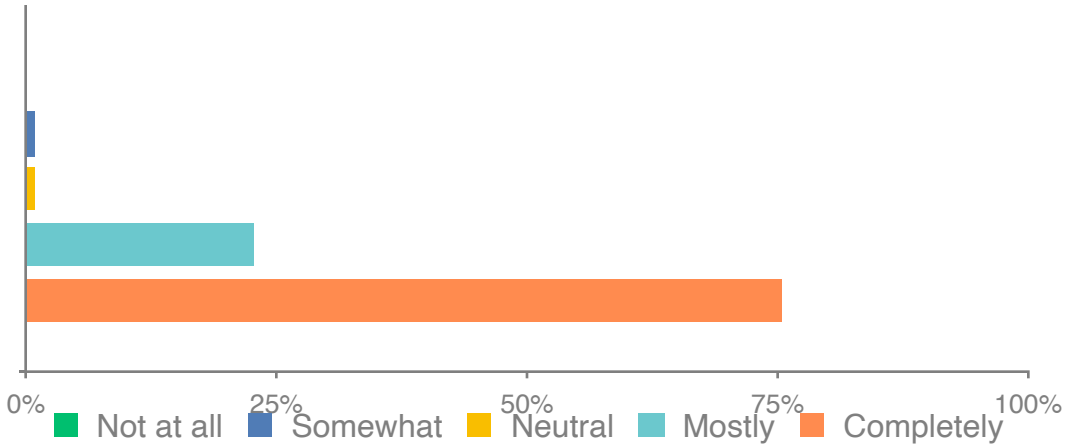
Race	N=	%
White	64	60.95%
Black	16	15.24%
Asian	5	4.76%
Prefer not to answer	20	19.05%
American Indian/ Alaskan Native	0	0%

Age Cohort of Respondent:

Age Cohort	N=	%
18 -59	18	16.36%
60-65	11	10.00%
66-69	10	9.09%
70-79	30	27.27%
80-89	6	23.64%
90-99	14	12.73%
100+	1	0.91%

Q4: How much do you think your Support Coordinator listens to and understands what you need?

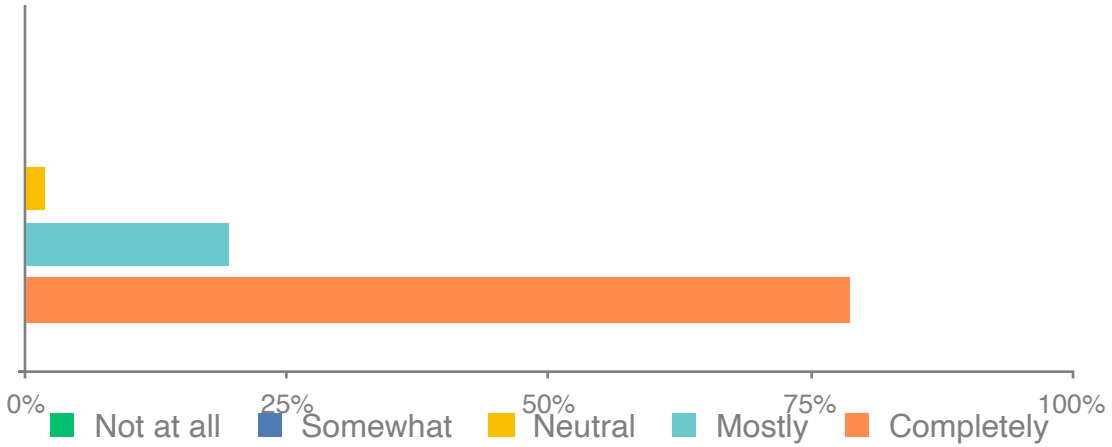
Response	NOT AT ALL	SOMEWHAT	NEUTRAL	MOSTLY	COMPLETELY	TOTAL	WEIGHTED AVERAGE
Percent N=	0.00% 0	0.91% 1	0.91% 1	22.73% 25	75.45% 83	110	4.73



Answered: 110
Skipped: 0

Q5: Do you think your Support Coordinator works with you as a partner when planning your care?

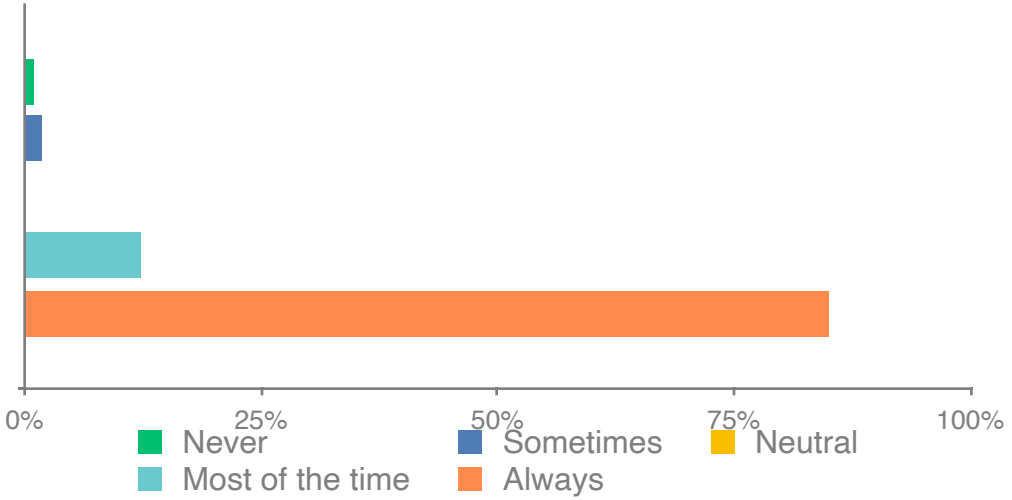
Response	NOT AT ALL	SOMEWHAT	NEUTRAL	MOSTLY	COMPLETELY	TOTAL	WEIGHTED AVERAGE
Percent N=	0.00% 0	0.00% 0	1.85% 2	19.44% 21	78.80% 85	108	4.77



Answered: 108
Skipped: 2

Q6: Does your Support Coordinator respect what you like and what is important to you when you make choices about your care?

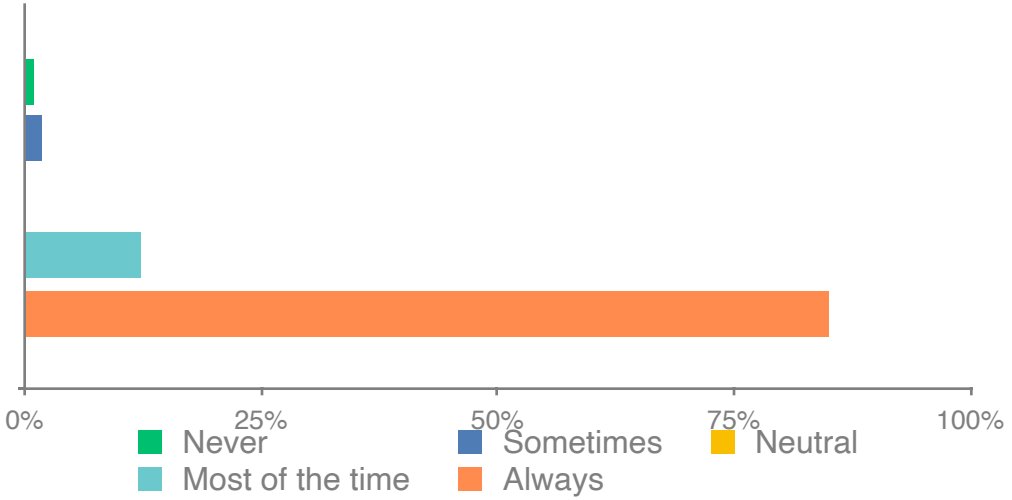
Response	NEVER	SOMETIMES	NEUTRAL	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Percent N=	0.93% 1	1.87% 2	0.00% 0	12.15% 13	85.05% 91	107	4.79



Answered: 107
Skipped: 3

Q7: How comfortable do you feel talking about your worries or what you want with your Support Coordinator?

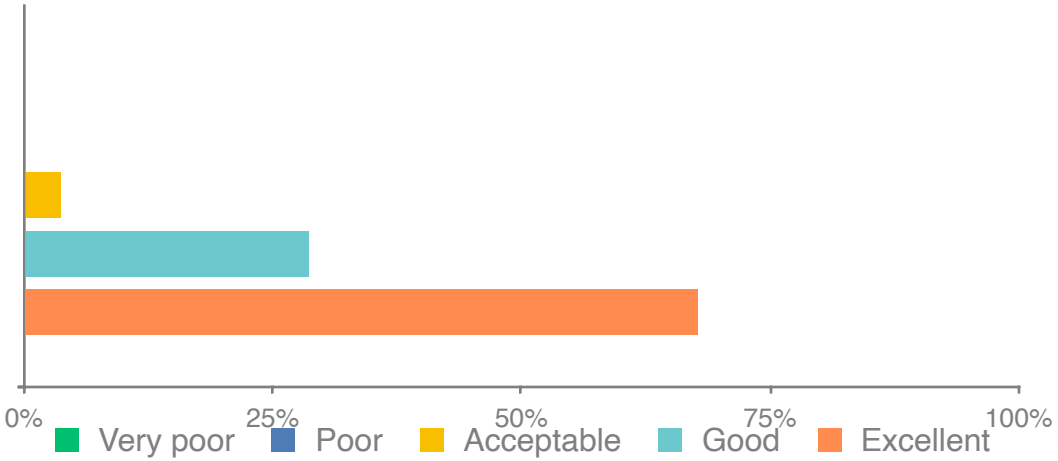
Response	NOT COMFORTABLE AT ALL	MOSTLY NOT COMFORTABLE	NEUTRAL	MOSTLY COMFORTABLE	VERY COMFORTABLE	TOTAL	WEIGHTED AVERAGE
Percent N=	1.87% 2	0.00% 0	2.80% 3	17.76% 19	77.57% 83	107	4.69



Answered: 107
Skipped: 3

Q8: How would you rate your overall relationship with your Support Coordinator?

Response	VERY POOR	POOR	ACCEPTABLE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Percent N=	0.00% 0	0.00% 0	3.70% 4	28.70% 31	67.59% 73	108	4.64



Answered: 108
Skipped: 2

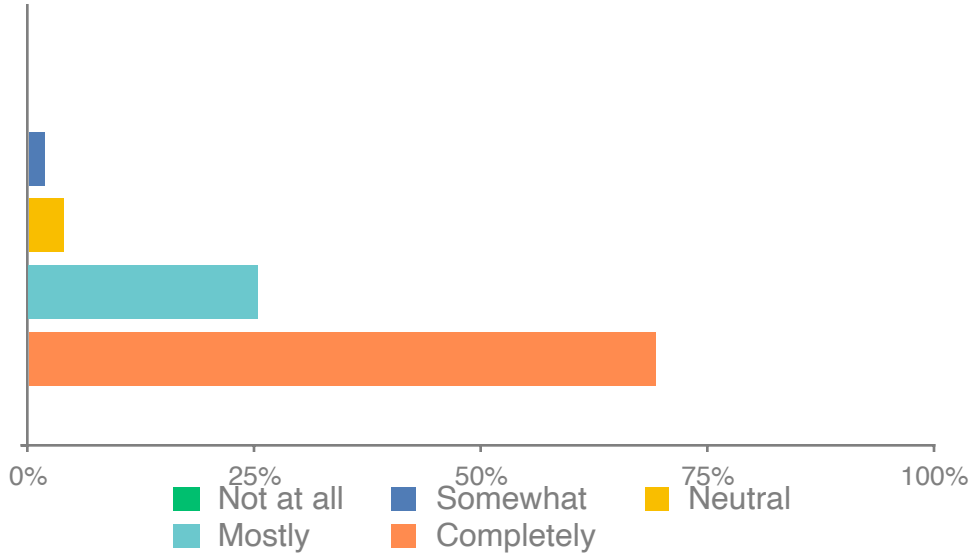
Summary of Findings: Supports Coordinator (SC)

Focus Area	Most Common Response	% Positive (Top 2 Choices)
Listens & Understands:	Completely (83)	98%
Partners in Care Planning:	Completely (85)	98%
Respects Choices:	Always (91)	97%
Comfort Communicating:	Very Comfortable (83)	93%
Relationship Rating:	Excellent (73)	96%

Notes: Overwhelmingly positive feedback of CWS Supports Coordinators. Comfort discussing worries and wants scored the lowest among respondents. Trainings may be explored to help improve participant/SC communication.

Q9: How much do you think your care plan meets your needs and what is important to you?

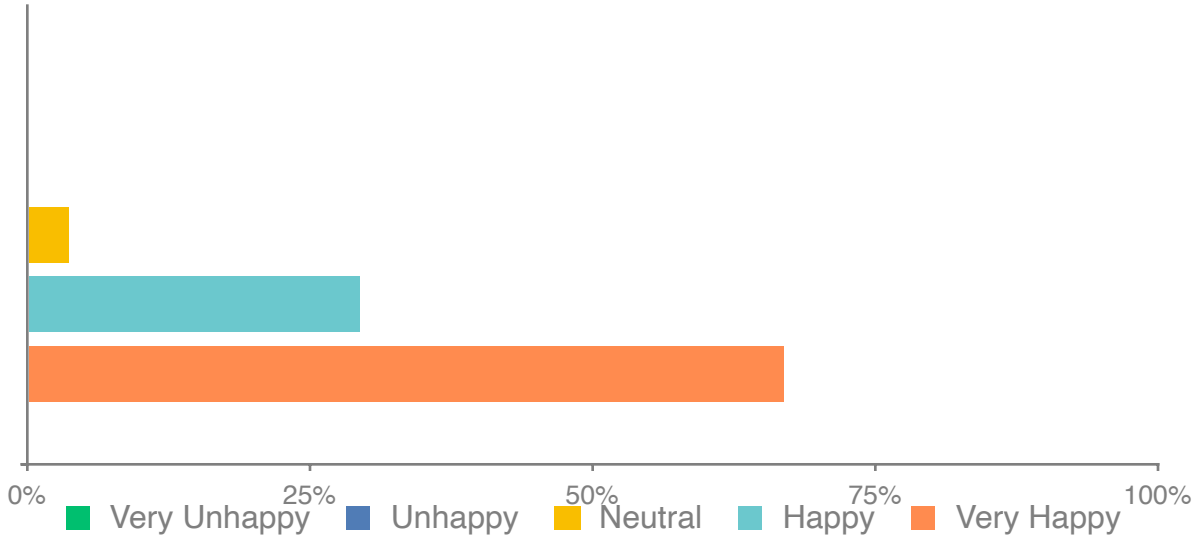
Response	NOT AT ALL	SOMEWHAT	NEUTRAL	MOSTLY	COMPLETELY	TOTAL	WEIGHTED AVERAGE
Percent N=	0.00% 0	1.87% 1	3.74% 4	25.23% 27	69.16% 74	107	4.62



Answered: 107
Skipped: 3

Q10: Overall, how happy are you with the support services you get?

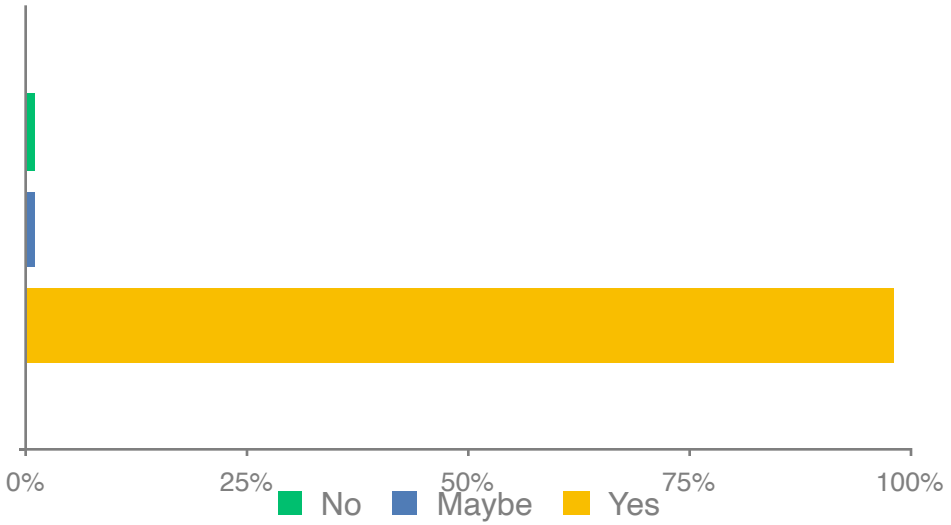
Response	VERY UNHAPPY	UNHAPPY	NEUTRAL	HAPPY	VERY HAPPY	TOTAL	WEIGHTED AVERAGE
Percent N=	0.00% 0	0.00% 0	3.67% 4	29.36% 32	66.97% 73	109	4.63



Answered: 109
Skipped: 1

Q11: Would you tell your family and friends to use CareWell Services Southwest if they needed help?

Response	NO	MAYBE	YES	TOTAL	WEIGHTED AVERAGE
Percent N=	0.93% 1	0.93% 1	98.15% 106	108	4.63



Answered: 108
Skipped: 2

Q12: What could be improved about your support or care services? (52 Responses)

Themes:

- Accessing Durable Medical Equipment
- Communication w/ Supports Coordinator, w/ Service Providers, Standard of Promptness
- Services – Need more/different types/additional hours
- Transportation/Community Engagement
- Provider Rates
- Staff Training – Empathy
- Financial Support
- Policy Change

Kudos

- At this time I'm very happy with my care!
- I really liked my Support Coordinator, Chelsea. I hated to see her leave but I am happy for her new journey. I hope the new Support Coordinator is just as helpful as she was.
- We are completely satisfied and very grateful for the CareWell services and our support coordinator Annie.
- The services you provide are wonderful. Very helpful and greatly appreciated. Our care coordinator Sherry is the best. Please let me/us keep her.
- Nothing. Everything is going great.
- Everything is 100%
- Nothing. I get the help I need with all of my concerns.
- At this time, nothing. All my needs are being met above my expectations.
- All the staff has been very helpful, loving, funny. I love them.
- Everything is working out fine with Tim.
- I can't think of anything - Sheri does a great job.
- Everything is good, so no improvement is needed at this point.

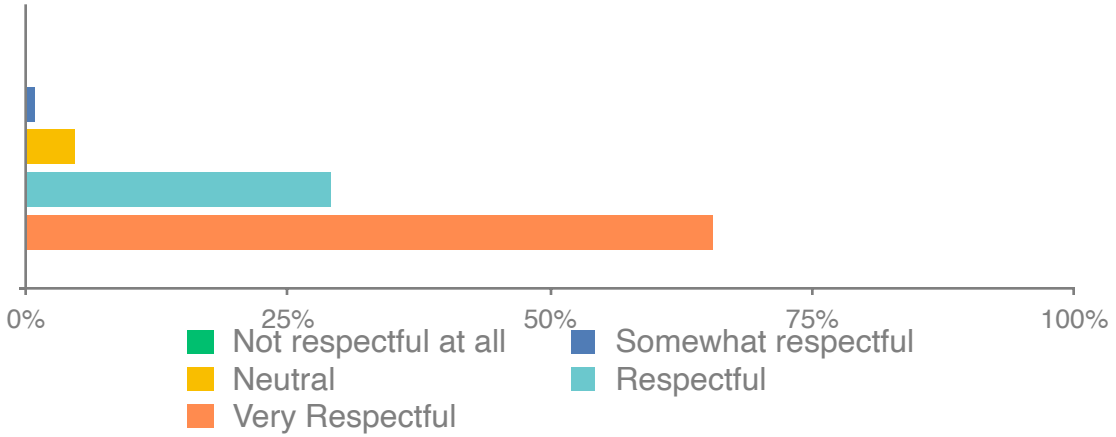
Summary of Findings: Care Plan

Focus Area	Most Common Response	% Positive
Care Plan Meets Needs	Completely (74)	94%
Overall Happiness	Very Happy (73)	96%
Would Recommend CWS	Yes (106)	98%

Notes: Respondents were overwhelmingly positive regarding the Care Planning process, however Care Plan meeting needs scored the lowest at 94%. This may speak to limitations in service offerings from purchaser or availability of service providers to fulfil the plan. Questions 12 &19 of this survey asks respondents for suggestions for services to improve their ability to manage their care. CWS should continue to survey on needs, analyze results, and advocate with purchaser for new/additional services as appropriate.

Q13: How respectful are your service providers to you when they give you services?

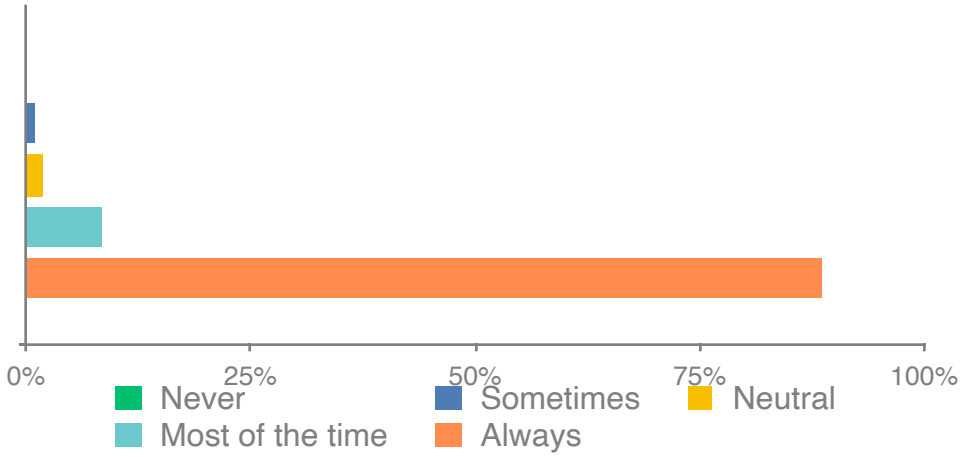
Response	NOT RESPECTFUL AT ALL	SOMEWHAT RESPECTFUL	NEUTRAL	RESPECTFUL	VERY RESPECTFUL	TOTAL	WEIGHTED AVERAGE
Percent N=	0.00% 0	0.93% 1	4.67% 5	28.97% 31	65.42% 70	107	4.59



Answered: 107
Skipped: 3

Q14: Do your service providers treat you with respect and kindness?

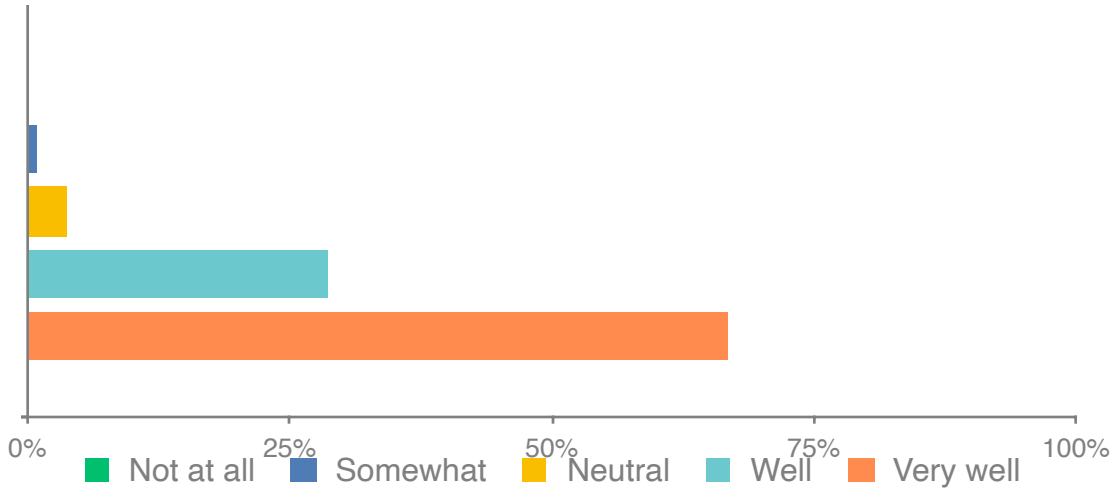
Response	NEVER	SOMETIMES	NEUTRAL	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Percent N=	0.00% 0	0.94% 1	1.89% 2	8.49% 9	88.68% 94	106	4.85



Answered: 106
Skipped: 4

Q15: How well do your service providers understand the goals set in your care plan?

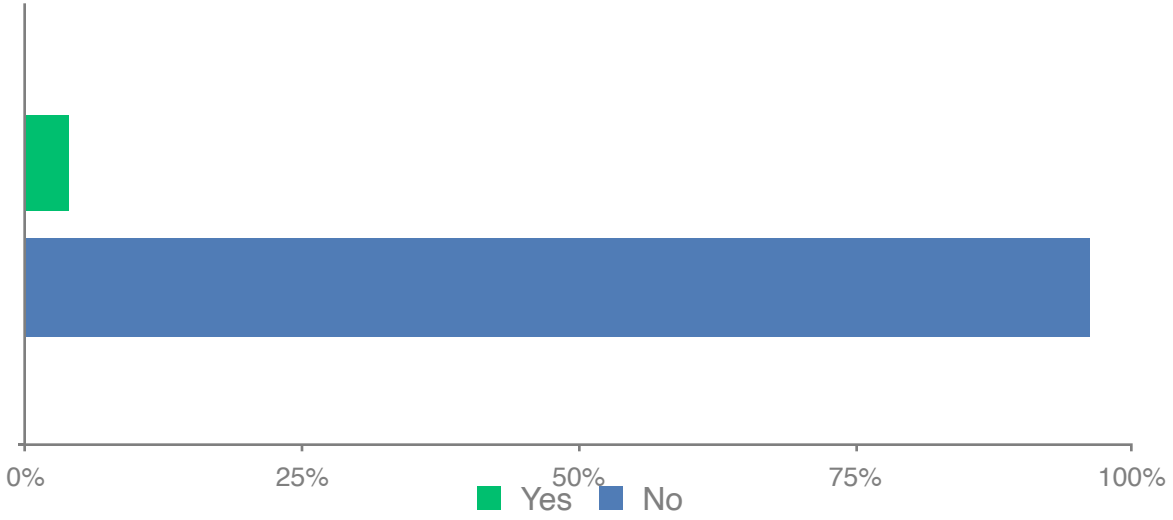
Response	NOT AT ALL	SOMEWHAT	NEUTRAL	WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Percent N=	0.00% 0	0.95% 1	3.81% 4	28.57% 30	66.67% 70	105	4.61



Answered: 105
Skipped: 5

Q16: Have the service providers changed your service plan without asking your first?

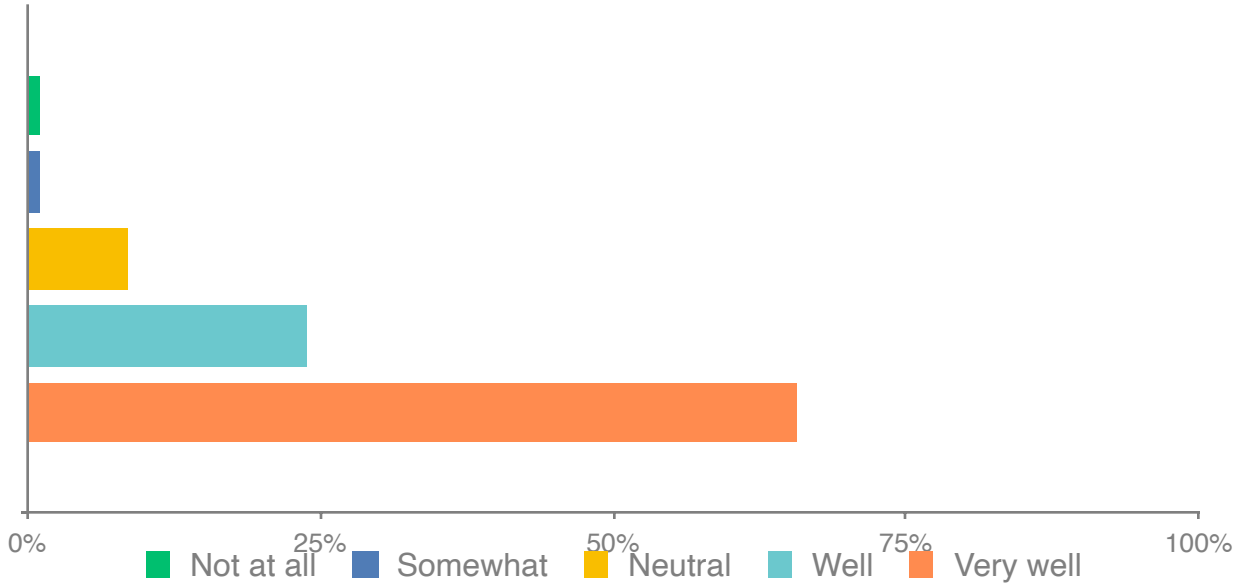
Response	YES	NO	TOTAL	WEIGHTED AVERAGE
Percent N=	3.81% 4	96.19% 101	105	4.85



Answered: 105
Skipped: 5

Q17: If there are delays or changes to the schedule, how well do the service providers communicate with you?

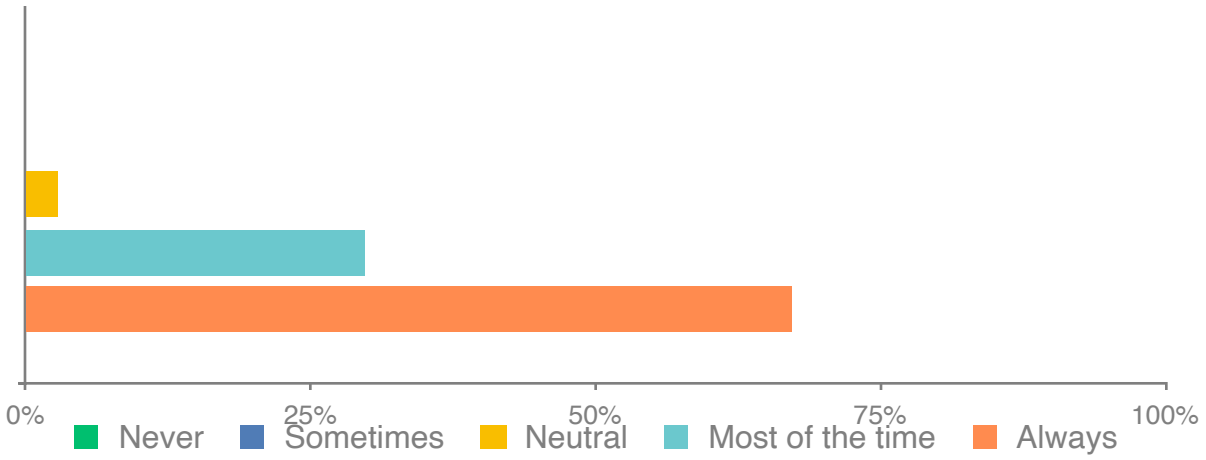
Response	NOT AT ALL	SOMEWHAT	NEUTRAL	WELL	VERY WELL	TOTAL	WEIGHTED AVERAGE
Percent N=	0.95% 1	0.95% 1	8.57% 9	23.81% 25	65.71% 69	105	4.52



Answered: 105
Skipped: 5

Q18: Do the service providers finish their work in the time they agreed to?

Response	NEVER	SOMETIMES	NEUTRAL	MOST OF THE TIME	ALWAYS	TOTAL	WEIGHTED AVERAGE
Percent N=	0.00% 0	0.00% 0	2.88% 3	29.81% 31	67.31% 70	104	4.64



Answered: 104
Skipped: 6

Summary of Findings: Service Providers

Focus Area	Most Common Response	% Positive
Respectful	Very Respectful (70)	95%
Kindness	Always (94)	97%
Understand Care Goals	Very Well (70)	95%
No Plan Changes without Consent	No (101)	96%
Communicate Delays	Very Well (69)	94%
Finish Work on Time	Always (70)	93%

Notes: Overwhelmingly positive reviews of Service Providers. Communication about changes or delays in services and finishing work on time scored the lowest among respondents at 94% and 93% respectively. Opportunities to improve communication among Service Providers and participants could be explored.

Q19: Is there anything that is not being offered that would make it easier for you to manage your care or feel better overall? (73 responses)

Themes:

- Mobility Support Items/ DME – Electric Wheelchairs
- Home Modification – Walk-In Tub, Ramps
- Community Involvement – Support to reenter workforce or school, recreational support – walking/ swimming, exercise programs
- Services – Additional hours
- Transportation
- Financial Support – New mattress

Q20: Please share any other comments you have about CareWell Services and being in the MI Choice Program.

Key Positive Themes:

- Excellent Staff Support: Staff like Sheri, Valerie, Pam, Megan, Sarah, Melanie, and Annie were frequently named and praised for being compassionate, knowledgeable, and helpful. Users appreciate having consistent, responsive, and kind support coordinators and caseworkers.
- Program Impact: Described as “life-saving,” “a blessing,” and “vital.” Helps maintain independence and stay out of nursing homes. Particularly valued for supporting those with chronic conditions (e.g., Alzheimer’s).
- Services Provided: Help with appointments, bill payments, shopping, cleaning, food provision, and emotional/spiritual care. The option to choose a family caregiver (e.g., daughter) is highly appreciated.

Constructive Feedback

- Program Awareness: Some respondents noted that the program is not well known and should be promoted more widely.
- Concern about Cuts: A few respondents expressed concerns over possible funding or service reductions.
- Service Gaps: One comment noted resentment over the cancellation of wheelchair transportation.

Discussion: Overall Trends

Highlights:

- **High Satisfaction:** A large majority of respondents are very satisfied with their support coordinators and service providers.
- **Positive Relationships:** 95%+ of respondents feel their support coordinator listens and understands their needs “Completely” or “Mostly.”
- **Trust and Respect:** Most participants feel respected and treated kindly by their care teams.

Areas to Watch:

- Communication around care planning and ease of accessing support equipment/services need some attention.

Discussion: Trends by Race & Age

By Race:

- White participants showed the highest satisfaction, particularly with: “Completely” rating for SC listening (45/64).“Very Happy” with services (36/64).
- Black participants had high satisfaction but slightly lower in SC partnership and “Very Happy” scores.
- Asian and ‘Prefer not to answer’ participants tended to respond less positively but still overall favorable.

By Age:

- Ages 70–89 were the most satisfied across nearly every metric.
- Younger cohorts (under 60) and the oldest (90+) showed slightly more mixed responses.
- Participants aged 80–89 had particularly high “Very Happy” responses.

Qualitative Analysis: Suggestions for Improvement

Common Themes: (48 responses)

- Delays or difficulty accessing needed equipment (walkers/supplies)
- Requests for more services
- Many respondents used this space to indicate they had no suggestions, or everything is good from their perspective.

Examples:

- “I need some supplies – 3 wheeled walker… still have not received help.”
- “More services are needed than available.”
- “It’s good.”

Qualitative Analysis: Additional Services Needed

Common Themes: (70 responses)

- Several respondents noted need for improved communication
- Clarity on ordering DME, walker, walk-in tub, electric wheelchair, ramps
- Transportation assistance and community involvement
- Many respondents used this space to indicate nothing was needed, or everything is good from their perspective.

Examples:

- “Better caregivers”
- “How to better order items like a walker.”
- “Ramp, access to protein supplement.”

Recommendations Based on Findings:

1. Enhance Access to Durable Medical Equipment: Streamline the process for requesting and receiving mobility aids and other similar resources. Ensure standards of promptness are met.
2. Improve Communication Clarity: Ensure program participants understand who to contact and how to resolve issues.
3. Sustain High Satisfaction: Continue Support Coordinator and Service Provider training and consistency in caregiver respect/kindness i.e. empathy training. Use findings as a baseline to set goals for consistency or improvement.
4. Monitor Equity by Race and Age Group: Slight variations among racial and younger age cohorts suggest a need for targeted feedback opportunities and/or additional outreach.

Next Steps:

- CWS Clinical, Compliance and Quality Team to meet to discuss results and determine if action is needed based upon findings. If action is needed, team to develop and implement an action plan documented in minutes.
- CWS Clinical, Compliance and Quality Team to share results of survey with CWS Executive Leadership and respective clinical and quality teams. Consider presentation at a CWS/Service Provider Training.
- Make updates/recommendations for changes to the survey tool or additional/new questions to ask in next iteration of survey. Schedule survey to be conducted in June of 2026.
- Analyze participation rate and consider ways to get more involvement in future surveys.